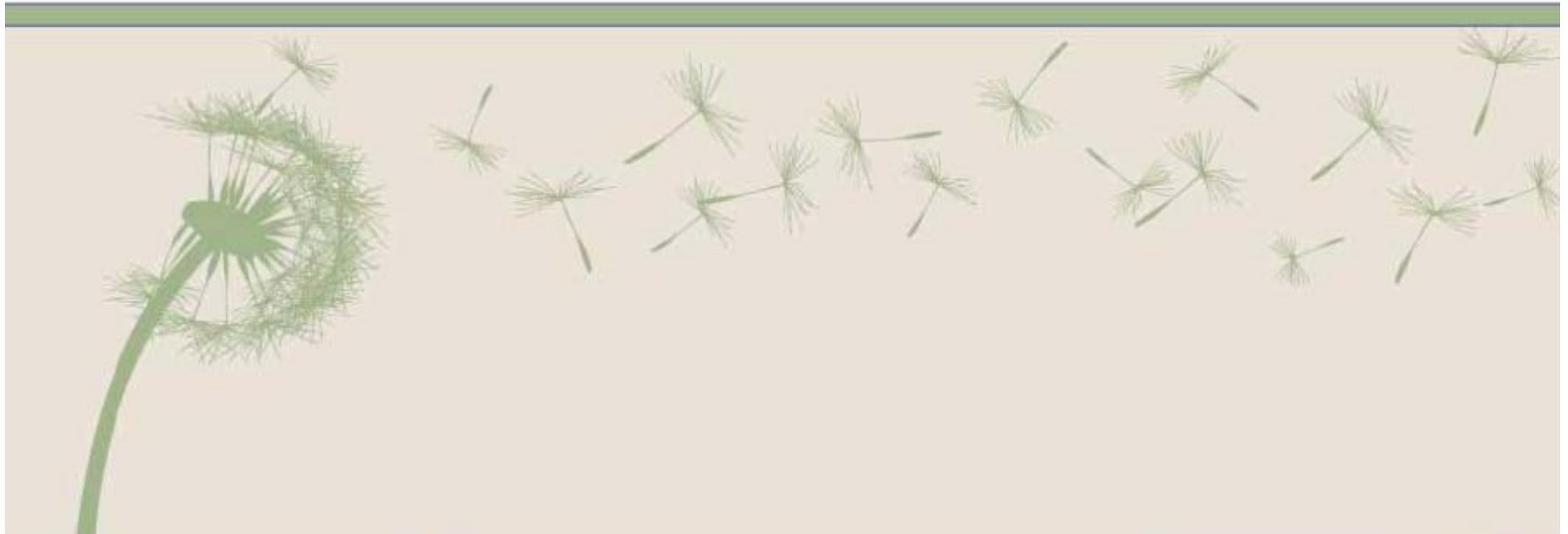


City of Greater Dandenong Best Start Action Plan 2011 - 2012



BEST START ACTION PLAN 2011 - 2012

Name of Best Start Partnership		Greater Dandenong Children and Family Partnership		
Chair	Martin Fidler	Facilitator (s)	Callie Miratana	Jan McCaffrey (Team leader Early Years)
Email Address	mfidle@cgd.vic.gov.au	Email Address	cmirat@cgd.vic.gov.au	jmccaf@cgd.vic.gov.au
Telephone number	9239 5211	Telephone number	9767 0839	9767 0816

COMMUNITY ENGAGEMENT – Summary of the Partnership’s engagement and consultation process for the Strategic Plan process

Universal Best Start - Who was consulted?	Key messages or insights gathered
<p>Focus group consultations were held with:</p> <ul style="list-style-type: none"> CGD Early Years team CGD MCH team CGD Family Support team Children and Family Partnership Exec group Children and Family Partnership Greater Dandenong Community Health Service Greater Dandenong Libraries Playgroup Victoria Dandy PALS Playgroup CALD Reference Group (parent group) Australian Breastfeeding Association Early Beginnings Working Group <p>Reference was made to the MEYP Consultations 2010</p>	<p>Feedback received during both the Best Start and MEYP consultations suggested that, overall, existing services, programs and infrastructure for children aged 0-8 and their families in the Greater Dandenong are well provided and broadly meet the needs of the community. Despite this, the consultative process confirmed that early years issues and priorities <i>primarily</i> relate to the following:</p> <ul style="list-style-type: none"> • Lack of knowledge about what services, programs and infrastructure are available and how to access them; • Lack of ability to access current services, programs and infrastructure due to barriers of transport, language, affordability and cultural practices; • Lack of sufficient social connectivity and confidence to access, engage and participate in services, programs and infrastructure; and, • At home behaviours and circumstances that impact on early years wellbeing, such as employment status, literacy, family nutrition, breastfeeding decisions, family breakdown and violence, parenting practices and engagement with children in activities such as reading and play. <p>The most important priorities to enhance the health and wellbeing of children aged 0-8 and their families in the Greater Dandenong identified included:</p> <ul style="list-style-type: none"> • Better promote the value and importance for families to engage with early years services, such as playgroups, kindergarten and Maternal Child and Health and to increase community

awareness and understanding of services available.

- Increase participation in 3 and 4 year old kindergarten and attendance at schools.
- Provide opportunities for the development of social and community connections
- Strengthen confidence and social connectivity of migrant families and new residents.
- More family events across the community that provide an opportunity to be involved in the community and meet other families.
- Strengthen neighbourhood level networks.
- Support playgroups and mother's groups and encourage participation.
- Facilitate an increased participation in playgroups and improve the coordination of playgroups.
- Increase MCH participation rates over the course of early childhood.
- Increase flexibility of MCH services (outreach, hours of operation etc).
- Extend antenatal visits for high risk parents.
- Increase children's and family literacy (in any language) through extended library services, including increased 'story time' programs for different ages, more books in other languages, literacy programs and the creation of environments that are language rich.
- Increase the coordination of service planning and provision across the early years sector and encourage services and agencies to work in partnership.
- Increase community-wide promotion and reinforcement of the value of children and why their health, experiences and opportunities, between the ages of 0-8, are so important to the health of the community.
- Support community mentoring/peer leadership activities

DATA SOURCES – Summary of the data sources used for mapping information.	
Data sources	Key messages or insights gathered
<p>AEDI data Community Profiles Early Years Community Profile CGD MCH data Kindergarten Participation data CGD Breastfeeding data Children's book borrowings from CGD libraries Playgroup data</p>	<p>Population In 2009 there were 12,000 residents aged 0 to 6 years living in the City. Approximately 100 of these children, or 0.8%, were Indigenous and 1,110, or 9%, were born in non-English-speaking countries. During the decade to 2019, the number of children aged 0-6 years is expected to rise by 1,700 or 14%, to 13,700.</p> <p>Birthplaces According to the records of the Maternal and Child Health Service, over three-quarters (76%) of children born in Greater Dandenong from 2003 to 2009 have overseas-born parents, from 139 different birthplaces.</p> <p>Languages Ninety-four different languages were spoken among the women in Greater Dandenong who gave birth from 2003 to 2009, with two-thirds speaking languages other than English at home.</p> <p>Unemployment The most recent available data, prepared by the Commonwealth Department of Employment and Workplace Relations and Small Business, estimated the unemployment rate in Greater Dandenong at 7.3% in December 2008</p> <p>Family Education There is a higher proportion of couple families with children aged 0-8 in Greater Dandenong where the highest school qualification of both parents is less than Year 12 or equivalent (27%) than of similar families across Victoria (21%). This is not the case for single parent families, where 52% of parents in such families in Greater Dandenong have school qualifications less than Year 12 or equivalent, compared to 55% across Victoria.</p> <p>Incomes Net weekly incomes for couple families in Greater Dandenong are on average 31% lower than for similar families across Melbourne and 9% lower for one parent families.</p> <p>Breast Feeding Just over half (53%) of the women who gave birth in 2008-2009 were breast feeding at 3 months. At six months, the percentage of women who were breast feeding fell to 38%</p> <p>Attendance at Maternal and Child Health The records of this Service show that 60% of eligible women attended the two-year Key Ages and Stages visit in 2008-2009, with levels of attendance ranging from 13% among those from Western Samoa, to approximately a third of those from the Cook Islands, New Zealand and Sudan and</p>

three-quarters of women born in Cambodia and Sri Lanka.

Family Literacy

People with Level One literacy skills (the lowest level) have a very limited understanding of written English and, at best, may only locate one single piece of information from a short text. Of people aged 25-44 – an age group which encompasses most of the parents of young children in Greater Dandenong - approximately 8% of those for whom English is their first language, and 29% of those for whom English is not their first language have very low literacy.

Childhood Literacy

Prep to Grade 2 children in Greater Dandenong demonstrated a lower level of literacy and numeracy than children of similar age across metropolitan Melbourne

Kindergarten Participation

In 2009 the Greater Dandenong Kindergarten Participation Rate had risen to 90%.

AEDI findings

Children in Greater Dandenong are most vulnerable in the areas of Language and Cognitive development, and, Communication and General Knowledge

Playgroup Participation

In Greater Dandenong there are approximately 90 playgroups with membership of 1100 families.

Recommendations from CGD Best Start Program Evaluation JUNE 2011

CGD Best Start Program recently completed a thorough evaluation of its past achievements over the last 4 years. In the forming of the new Best Start Action Plan 2011 – 2012, we need to consider the recommendations of the evaluation and discuss how Best Start will include these in the new plan.

In addition to wider priorities for improving family and children’s services and outcomes in the City of Greater Dandenong, the areas that have been identified through the evaluation as having the greatest room for improvement and highest priority through Best Start, include the following:

- Finding ways to effectively engage parents and families and improve parenting capacity and family environments.
- Continuing to increase the availability, accessibility and level of support provided through playgroups.
- Improving family literacy outcomes – covering children and parents / carers.
- Better engaging recently arrived migrant CALD families and families of Indigenous background.
- Better engaging vulnerable families in need for which English is their first language.

Based on the findings of the evaluation process, the recommendations have been made in relation to the future of the Greater Dandenong Best Start Program and below are a brief outline of how these recommendations may be included into the new Best Start plan for 2011 – 2012. Implementation of these recommendations will be discussed and directed by the Children & Family Partnership and the various associated working groups.

Evaluation Recommendations	Objective
<ul style="list-style-type: none"> ▪ Best Start to continue to play a role in facilitating a broad partnership and effective network of family and children’s service agencies within the City of Greater Dandenong. ▪ That the Best Start project focus its efforts, with limited resources available in the new funding phase, on facilitating and brokering outcomes which do not require the Best Start project to fund the initiative. ▪ That the Best Start project continues to link into and work alongside and support other family and children’s services in the City of Greater Dandenong. ▪ That the Best Start project continues to provide active support for the planning and delivery of family and children-focused community events as a platform for effectively engaging with families. ▪ That in preparing a strategic plan for the new Best Start project, a simpler and clearer structure is adopted which is based around the two indicators, followed by priority directions within each. A number of actions will be identified in each key direction. ▪ That clear measurement processes and parameters are put in place at the start of the project to enable effective and accurate tracking of outcomes 	<p>Objective 3: To develop an effective and coordinated Early Years service system in the City of Greater Dandenong to encourage the sharing of skills, knowledge and experience</p> <p>Strategies:</p> <ul style="list-style-type: none"> ▪ Increase joint professional development opportunities for all early years’ services. ▪ Development and support of the Children and Family Partnership for ongoing direction and endorsement of the project. ▪ Ongoing monitoring and evaluation of the effectiveness of the partnership. ▪ To develop a systems process within the Partnership to ensure that all agencies and organisations who participate within the partnership are able to communicate and interact with each other in a more collaborative and integrated manner.

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<p>against each of the indicators. Each indicator may have a number of different measures that contribute to an understanding of the change in outcome. Each measure should clearly identify: what is being measured, the unit of measurement, the method for making the measurement, the data source, baseline data (2011 if available) and targets for the final year of the funding for the new Best Start project.</p> <ul style="list-style-type: none"> ▪ That the Best Start project advocate for playgroups to be recognised as part of the universal early years system and supported by the State Government. ▪ That the Best Start project review the opportunities and priorities identified under each of the Looking Forward sections in this evaluation report and work with the partnership of family and children's service agencies to identify if and where some of these ideas and opportunities could be picked up and progressed by others. 	<ul style="list-style-type: none"> ▪ To facilitate networks of parents and service providers to increase connections between service providers with each other and between service providers and parents.
<p>Evaluation Recommendations</p>	<p>Objective</p>
<ul style="list-style-type: none"> ▪ That under the indicator area relating to social support, the Best Start project continues to place a heavy emphasis on facilitating the provision of and participation in playgroups. ▪ In particular that the Best Start project continue to facilitate the delivery of outreach services from family and children's service agencies, including MCH, to families through playgroups. Acknowledge playgroups as being one of the most effective conduits for connecting families in City of Greater Dandenong with other early years / family and children's services. View playgroups as a broader basis for social support. ▪ That under the indicator area relating to social support, the Best Start project explore further innovative opportunities to engage parents and families and provide guidance and support on good parenting practices and skill development, though under the banner of providing for children's needs, rather than being good parents. ▪ That the Best Start project explores opportunities to expand the number of sessions run through the Plaza Playgroup to meet demand for this program. ▪ That the Best Start project explores opportunities to translate the successful model of the Plaza Playgroup to other locations, including Dandenong South, where there is an identified need for such a program. 	<p>Objective 1: To increase social connectedness and reduce social isolation of parents and families throughout the municipality.</p> <p>Strategies:</p> <ul style="list-style-type: none"> ▪ To ensure that children have opportunities to participate in playgroups ▪ Proactively create and promote opportunities for families with children to meet other families and develop social connections through community events ▪ To facilitate networks of parents and service providers to increase connections between service providers with each other and between service providers and parents.

<ul style="list-style-type: none"> ▪ That the Best Start project encourages and support families to attend playgroups locally to where they live. ▪ That the project explores opportunities to establish a number of playgroups specifically designed for babies and toddlers under the age of 1 to cater for the gap between early parenting groups and playgroups. The principal focus of such playgroups would be on supporting parents to learn about good parenting practices and other support services available. Such groups could take on a number of different forms. ▪ That the Best Start Project explore opportunities to extend advice and information about good parenting practices through the MCH service, while recognising they have a large amount to work through within allocated timeframes with families. ▪ That the Best Start project further develops the concept of co-basing a family support role at MCH centres to assist with providing advice and support on parenting practices. ▪ That in relation to both indicator areas, the Best Start project explores and pursues opportunities to promote children and families in public spaces throughout the city. ▪ That the Best Start Project adopts a targeted focus on engaging newly arrived CALD families more effectively, the Indigenous community and vulnerable families in need for who English is their first language. 	
<p><i>Evaluation Recommendations</i></p>	<p><i>Objective</i></p>
<ul style="list-style-type: none"> ▪ That under the indicator area relating to parents reading to children, the Best Start project places more of an emphasis on a broader focus of family literacy and continue to work with the City of Greater Dandenong library service on the ongoing delivery of outreach library and literacy services. ▪ That the Best Start project broadens the focus of programs from just literacy to creating better environments for literacy in the home. 	<p><i>Objective 2:</i> To provide educational and learning opportunities and experiences that assist children to grow, develop and prepare for future learning experiences.</p> <p>Strategies:</p> <ul style="list-style-type: none"> ▪ To support CGD Libraries in outreaching to Early Years services and activities.

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<ul style="list-style-type: none"> ▪ That opportunities be explored to link the two indicator areas together through the training of playgroup leaders to promote and support enhanced family literacy outcomes through regular playgroup sessions. ▪ That the Best Start project explores the opportunity to establish an Early Literacy Working Group. 	<ul style="list-style-type: none"> ▪ To promote language and literacy through brochures, posters and the Dandenong Kids website. ▪ To develop and facilitate a Community Literacy Project that will engage community venues and organisations in the promotion of early literacy.
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Partnership & Working Group Members

Children and Family Partnership:

Agency:
 Good Beginnings
 CEO – Catholic Education Office
 FaHCSIA
 Community Health Springvale
 Mission Australia
 CGD Libraries
 Hanover Housing
 QEC – Queen Elizabeth Centre
 CGD Manager Community Wellbeing
 CGD Early Years Team Leader
 CGD Best Start
 CGD Team Leader Family Support
 SEMRC – South Eastern Migrant Resource Centre
 Noah’s Ark
 CGD Coordinator MCH
 Smith Family
 Connections
 CGD Coordinator FDC (Acting Family & Childrens Services Coordinator)
 DEECD
 Playgroup Victoria
 Anglicare Victoria, Parentzone
 CGD Inclusion Support
 DEECD

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<p>Children & Family Partnership Executive Group</p>	<p>Mission Australia Community Health Playgroup Victoria DEECD – Education DEECD – Early Years CGD Best Start CGD – Family & Children’s Services Good Beginnings</p>
<p>Early Beginnings Working Group:</p>	<p>CGD Best Start ABA Australian Breastfeeding Association Community Health WHISE CGD MCH Tartu-nganyin Bopop (Aboriginal Best Start) / Dandenong and District Aboriginal Cooperative QEC Southern Health SEMRC CGD MCH Outreach Dandenong Plaza and Parkmore Management Team Healthy Mums Healthy Babies Centrelink Playspot CGD Youth Services (Young Mums)</p>
<p>CALD Parent Reference Group:</p>	<p>CALD Parent Reference Community CGD Best Start SEMRC Contacts available through SEMRC</p>
<p>Social Connections working group</p>	<p>To be requested via Children & Family Partnership and other relevant networks.</p>

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Early Literacy working group	To be requested via Children & Family Partnership and other relevant networks.	
Playgroup Working Group	<p>Elissa Sewell & Leanne Skaftouros</p> <p>Jan McCaffrey Paula Jormakka Sue Brown</p>	<p>Dandy Pals Playgroup – Dandenong Primary School CGD Early Years Team Leader Playspot Coordinator Family School Partnership Convenor Springvale and Noble Park</p>
Professional Learning Network	To be requested via Children & Family Partnership and other relevant networks.	
External Partnerships and Working Groups:	<p>Contact: Lea Harrison</p> <p>Contact: Trish Plompen, Sarah (Monash)</p> <p>Contact: Jessica Goddard (Project Worker)</p> <p>Contact: ABA Yvette O'Dowd</p> <p>Contact: Roger Coleman</p> <p>Contact: Elissa Sewell & Leanne Skaftouros</p> <p>Contact: Helen Ansems</p>	<p>Tartu-nganyin Bopop (Aboriginal Best Start) / Dandenong and District Aboriginal Cooperative Go For Your Life Working Group (Community Health) Cancer Victoria (Go For Your Life) (Finished as of 31 June 2011)</p> <p>Wellsprings For Women reference Group</p> <p>ABA – Australian Breastfeeding Association</p> <p>CGD Libraries Outreach</p> <p>Dandy Pals Playgroup – Dandenong Primary School</p> <p>SMR Place Based Network</p>

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	<p>Contact: Jan McCaffrey</p> <p>Contact: Paula Jormakka</p> <p>Contact: Magitha Suresh</p>	<p>Playgroup Network Working Group</p> <p>Dandenong Plaza Playgroup - Playspot</p> <p>Seeking Solutions Parent group</p>
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THE VISION

To foster a City where families, the community and local services work together to promote an inclusive and safe environment that maximises child and family health, wellbeing and learning.

Objective 1	Planned Impact Indicators* (FROM the BEST START INDICATOR LIST)	Possible Data sources (How we will measure it or proxy locally)	Actual Impact Indicator/Results (e.g. percent of target group who report... percent of target group with increased...).
To increase social connectedness and reduce social isolation of parents and families throughout the municipality.	Proportion of children whose parents report high levels of social support	Local Service Data: <ul style="list-style-type: none"> • E.g. AEDI • E.g. Early Years Community Profile 	To be completed in Jan Update and July Annual report - give data where or when possible <ul style="list-style-type: none"> • No of participants in playgroups/feedback from playgroup parents • No of participants in networks/feedback form participants in networks • No of attendees at events and play days in parks/feedback from attendees
Objective 2	Planned Impact Indicators* (FROM the BEST START INDICATOR LIST)	Possible Data sources	Actual Impact Indicator/Results (e.g. percent of target group who report... percent of target group with increased...).
To provide educational and learning opportunities and experiences that assist children to grow, develop and prepare for future learning experiences.	Increased rate of parents reading to their children.	Local Service Data: <ul style="list-style-type: none"> • As above 	<ul style="list-style-type: none"> • No of children's books borrowed from Greater Dandenong's libraries • No of outreach visits by library/feedback from playgroups visited • No of child care centres and kindergartens participating in the borrowing scheme

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			<ul style="list-style-type: none">• No of posters displayed• No of brochures distributed• No of literacy partners engaged• No of volunteers engaged• Feedback from literacy partners, volunteers and participants
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Objective 1	Strategy 1	Activities	By Whom	By When	Progress
To increase social connectedness and reduce social isolation of parents and families throughout the municipality.	To ensure that children have opportunities to participate in playgroups	<p>Evidence: The Best Start Catalogue of Evidence cites evidence in support of physical exercise/activity as proposed in Strategy 3 suggesting that 'emotional benefits and feelings of well being are likely from increased social interaction. Further the Catalogue of Evidence lists supported playgroups (Strategy 1) as a noteworthy intervention.</p>			
		<p>Activity A</p>			
		<p>Playgroup Information Kit: <i>To develop information kit for playgroups to increase awareness, knowledge and understanding of services available to support young children and their families.</i></p> <p><i>The kits will be made available for all active playgroups registered with the CGD Playgroup Development Officer and any new playgroups who enrol.</i></p> <p><i>The kits will be for the Playgroup Leaders to use alongside the CGD Playgroup Manual (and in companion to Playgroup Victoria's Playgroup Manual) to assist leaders to provide up to date links and information about services available to support young children and their families.</i></p>	<p>Playgroup Working Group</p> <p>Playgroup Victoria</p> <p>CGD Playgroup Development Officer</p> <p>CGD Best Start Facilitator</p>	<p>December 2011</p>	<p>To be completed in Jan Update and July Annual report - give data where or when possible</p>
		<p>Activity B</p>			
		<p>Playgroup manual: <i>To develop a playgroup manual to support volunteer playgroup leaders in the facilitation of playgroups.</i></p>	<p>Playgroup Working Group</p> <p>Playgroup Working Group</p> <p>CGD Playgroup Development Officer</p> <p>CGD Best Start Facilitator</p>	<p>June 2012</p>	<p>To be completed in Jan Update and July Annual report - give data where or when possible</p>

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		Activity C			
		<p>Coordination of CGD Playgroup manual and Playgroup Victoria manual</p> <p><i>For Playgroup Victoria and CGD Best Start to meet and coordinate the respective playgroup manuals to ensure that they compliment each other in terms of the delivery of playgroups within City of Greater Dandenong and still support Playgroup Victoria's manual.</i></p>	<p>Playgroup Victoria</p> <p>Playgroup Working Group</p> <p>CGD Playgroup Development Officer</p> <p>CGD Best Start Facilitator</p>	June 2012	To be completed in Jan Update and July Annual report - give data where or when possible
		Activity D			
		<p>Playgroup Leader Network: <i>To facilitate a quarterly playgroup leader network meeting/training session.</i></p>	CGD Early Years team	Quarterly	To be completed in Jan Update and July Annual report - give data where or when possible
		Activity E			
		<p>Training for Playgroup Leaders:</p> <p><i>To provide training for Playgroup Leaders to be able to use the information kits effectively within their playgroups. This training will be delivered through the Playgroup Network Group.</i></p>	<p>CGD Playgroup Working Group</p> <p>CGD Playgroup Development Officer</p> <p>Best Start Facilitator</p>	Quarterly	To be completed in Jan Update and July Annual report - give data where or when possible
		Strategy 2			
		Activity F			
	Proactively create and promote opportunities for families with children to meet other	<p>Children's Week: <i>To organise a Children's Week event annually in October –</i></p> <p><u>2011 Event</u></p> <p>Children's Expo and Fun Day</p> <p>27th October 2011</p>	CGD Early Years team	Annually in October	To be completed in Jan Update and July Annual report - give data where or when possible

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families and develop social connections through community events				
	Activity E			
	Play Days in the Park: <i>To facilitate a "Play Days in Parks" event annually until 2014 to provide parents and young children with the opportunity to join together and be active.</i>	Playgroup Working Group	October 2011 – June 2014	To be completed in Jan Update and July Annual report - give data where or when possible
	Activity F			
	Cultural Events at The Drum <i>To provide information to families and children about Early Years Services and the opportunities to meet and socialise with other families via community cultural events at the Drum theatre.</i>	CGD Drum Staff CGD Best Start Facilitator CGD Early Years Team	July 2011 – July 2012	To be completed in Jan Update and July Annual report - give data where or when possible
Strategy 3	Activity G			
To facilitate networks of parents and service providers to increase connections between service providers with each other and between service providers and parents.	CALD Reference Group: <i>Facilitate quarterly meetings of the CALD Reference Group as a means of engaging parents of diverse backgrounds in early years and family services and activities, providing information to families and seeking advice on culturally appropriate activities.</i>	CGD Best Start Facilitator SERMRC	Quarterly	To be completed in Jan Update and July Annual report - give data where or when possible
	Activity H			
	Working Groups and Networks: <i>Facilitate working groups and networks of service providers to enhance collaborative practice and service to children.</i> <ul style="list-style-type: none"> • <i>Social connections working group</i> • <i>Early Literacy working group</i> • <i>Early Beginnings Working Group</i> • <i>Playgroup Working Group</i> • <i>Professional Learning Network</i> 	CGD Best Start Facilitator CGD Team Leader Early Years Working group members	Quarterly	To be completed in Jan Update and July Annual report - give data where or when possible

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		(See attached list of members of working groups)			
		Activity I			
		<p>Mentoring System for Playgroup Leaders</p> <p><i>To develop a mentoring system which would ensure playgroup leaders are able to feel confident to facilitate their playgroups and support the families in attendance.</i></p>	<p>Playgroup Victoria Playgroup Working Group CGD Playgroup Development Officer CGD Best Start Facilitator</p>	<p>June 2012</p>	<p>To be completed in Jan Update and July Annual report - give data where or when possible</p>

Objective 2	Strategy 1	Activities			
	<p>Evidence: Evidence for these strategies is to be found in the Best Start Catalogue of Evidence that refers to the Western Australian program, Better Beginnings – a program that highlights the value of such groups as baby story time, the provision of information about the value of reading to parents and the capacity building of parents to be able to better read to their children.</p>				
		Activity A			
		<p>Language and Literacy Information: <i>Provide information about literacy and language development to new parent groups</i></p>	<p>CGD Libraries CGD MCH CGD Playgroup Development Officer CGD Best Start Facilitator</p>	<p>Quarterly</p>	<p>To be completed in Jan Update and July Annual report - give data where or when possible</p>

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		<p>Activity B</p> <p><i>Story telling and reading: Model story telling and reading and ways of engaging young children through the use of song and rhyme at Baby Bounce sessions, immunisation sessions, playgroups and events.</i></p>	<p>CGD Libraries CGD MCH CGD Playgroup Development Officer CGD Environmental Health</p>	<p>Ongoing</p>	<p>To be completed in Jan Update and July Annual report - give data where or when possible</p>
		<p>Activity C</p> <p><i>Book crates: Deliver crates of books to child care centres and kindergartens as per MOU agreement with CGD Library Services and Best Start.</i></p>	<p>CGD Libraries Child Care centres Kindergartens</p>	<p>Ongoing</p>	<p>To be completed in Jan Update and July Annual report - give data where or when possible</p>
	<p>Strategy 2</p> <p>To promote language and literacy through brochures, posters and the Dandenong Kids website</p>	<p>Activity D</p> <p><i>Literacy promotion: Develop and display large posters promoting early literacy activities to display in community venues where early years services access.</i></p> <p><i>Ensure that multilingual brochures and posters are available in both hard copy and linked to on the Dandenong kids website.</i></p>	<p>CGD Best Start Facilitator CGD Printshop CGD Libraries Early Literacy Working Group</p>	<p>December 2011</p>	<p>To be completed in Jan Update and July Annual report - give data where or when possible</p>
		<p>Activity E</p> <p><i>Parent brochures: Develop and distribute brochures for parents on reading and telling stories to young children.</i></p> <p><i>Ensure that multilingual brochures are available in both hard copy and linked to on the Dandenong Kids website.</i></p> <p><i>To develop a distribution list of venues where the information</i></p>	<p>CGD Best Start Facilitator CGD Website Administrator</p>	<p>October 2011</p>	<p>To be completed in Jan Update and July Annual report - give data where or when possible</p>

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		<p><i>will be distributed to.</i></p> <p><i>Possible venues:</i></p> <ul style="list-style-type: none"> ▪ <i>CGD Libraries</i> ▪ <i>Literacy Partners</i> ▪ <i>Partnership Members</i> ▪ <i>Early Years Services</i> ▪ <i>Dandenong Kids website</i> ▪ <i>Schools</i> ▪ <i>MCH Centres</i> ▪ <i>Council Customer Service Centres</i> ▪ <i>Youth Services</i> ▪ <i>Community Centres & Neighbourhood Houses</i> 	CGD Family & Children's Services staff		
		Activity F			
		<p>Website literacy promotion: <i>Promote language and literacy activities and events on the Dandenong Kids website</i></p> <p><i>Ensure that multilingual brochures are available in both hard copy and linked to on the Dandenong kids website.</i></p> <p><i>Possible sources for information:</i></p> <ul style="list-style-type: none"> ▪ <i>FKA</i> ▪ <i>CGD Libraries</i> ▪ <i>Raising Children Network website</i> ▪ <i>Better Health Channel</i> ▪ <i>SEMRC</i> ▪ <i>AMES</i> 	<p>CGD Best Start Facilitator</p> <p>CGD Website Administrator</p> <p>CGD Libraries</p> <p>CGD Family & Children's Services staff</p> <p>Early Literacy Working Group</p>	Ongoing	To be completed in Jan Update and July Annual report - give data where or when possible

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	Strategy 3	Activity G			
	To develop and facilitate a Community Literacy Project that will engage community venues and organisations in the promotion of early literacy.	<p>Literacy Partners: <i>Develop partnerships with agencies and services (Literacy Partners) that will host story telling sessions by volunteers and book swap boxes.</i></p> <p><i>To develop swap boxes with the CGD Library to provide to Literacy Partners.</i></p> <p><i>To develop a database of Literacy Partners. For example:</i></p> <ul style="list-style-type: none"> ▪ <i>Interfaith Network</i> ▪ <i>Dads in Dandenong services</i> ▪ <i>MCH centres</i> ▪ <i>GPs</i> ▪ <i>Centrelink</i> ▪ <i>Best Chance Library for Parents</i> ▪ <i>SEMRC</i> ▪ <i>AMES</i> ▪ <i>Community Centres and Neighbourhood Houses</i> ▪ <i>Playgroups</i> ▪ <i>Kindergartens</i> ▪ <i>Child Care</i> <p><i>To develop an MOU for the Literacy Partners and Best Start to adhere to.</i></p> <p><i>To develop a reporting template of how many swap boxes have been accessed via the Literacy Partners.</i></p>	CGD Best Start Facilitator CGD Libraries Early Literacy Working Group	June 2012	To be completed in Jan Update and July Annual report - give data where or when possible
		Activity H			
		<p>Volunteers: <i>Recruit and train volunteers to tell and read stories to groups of young children and their parents at the community venues of Literacy Partners.</i></p> <p><i>To develop a recruitment process for sourcing volunteer storytellers. Possible sources:</i></p>	CGD Best Start Facilitator CGD Volunteer Coordinator and trainer	June 2012	To be completed in Jan Update and July Annual report - give data where or when possible

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		<ul style="list-style-type: none"> ▪ <i>AMES students</i> ▪ <i>Probus</i> ▪ <i>Senior Citizens</i> ▪ <i>Churches</i> ▪ <i>Men's Sheds</i> ▪ <i>Dad's Spaces</i> <p><i>To develop a process for training volunteers to tell and read stories to groups of young children and their parents the community venues of Literacy Partners.</i></p> <p><i>To develop an MOU with the Literacy Partners, about how volunteer storytellers will engage with young children and their families at the community venues of Literacy Partners.</i></p>	CGD Literacy partners CGD Libraries Early Literacy Working Group		
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Objective 3					
	Strategy 1	Activity A	By Who	By When	Progress
To develop an effective and coordinated Early Years service system in the City of Greater Dandenong to encourage the sharing of skills, knowledge and experience	Increase joint professional development opportunities for all early years services	<i>To collaborate with other service providers and peak bodies to develop training and professional development for staff working with young children to promote inclusive quality services.</i>	CGD Best Start Facilitator CGD Partnership agencies	Six monthly in July and January	To be completed in Jan Update and July Annual report - give data where or when possible
		Activity B	By Who	By When	Progress
		<i>To develop and disseminate a children's services training calendar</i>	CGD Best Start Facilitator CGD Partnership agencies	Six monthly in July and January	To be completed in Jan Update and July Annual report - give data where or when possible

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<i>Strategy 2</i>	<i>Activity C</i>	<i>By Who</i>	<i>By When</i>	<i>Progress</i>
Development and support of the Children and Family Partnership for ongoing direction and endorsement of the project	<i>To develop the Best Start Action Plan and Annual Work Plan</i>	CGD Best Start Facilitator CGD Partnership agencies	Annually in July	To be completed in Jan Update and July Annual report - give data where or when possible
<i>Strategy 3</i>	<i>Activity D</i>	<i>By Who</i>	<i>By When</i>	<i>Progress</i>
Ongoing monitoring and evaluation of the effectiveness of the partnership	To adopt an evaluation approach that will: <ul style="list-style-type: none"> • Meet the requirements of DEECD • Adopt an action research perspective 	CGD Best Start Facilitator CGD Partnership agencies	Ongoing	To be completed in Jan Update and July Annual report - give data where or when possible
<i>Strategy 4</i>	<i>Activity E</i>	<i>By Who</i>	<i>By When</i>	<i>Progress</i>
To develop a systems process within the Partnership to ensure that all agencies and organisations who participate within the	Communication Strategy To review and develop a communication strategy for the Partnership to outline how the members of the Partnership will communicate, work collaboratively and cohesively with each other to support children and families within CGD.	CGD Best Start Facilitator CGD Partnership agencies	July 2011	To be completed in Jan Update and July Annual report - give data where or when possible

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	<p>partnership are able to communicate and interact with each other in a more collaborative and integrated manner.</p>				
		Activity F	By Who	By When	Progress
		<p>Partnership Guide To develop a Partnership Guide which will outline the way in which the Partnership will operate, who the members are, and what services they offer to children, families and professionals.</p>	<p>CGD Best Start Facilitator CGD Partnership agencies</p>	<p>July 2011</p>	<p>To be completed in Jan Update and July Annual report - give data where or when possible</p>
Strategy 5		Activity H	By Who	By When	Progress
<p>To facilitate networks of parents and service providers to increase connections between service providers with each other and between service providers and parents.</p>	<p>Working Groups and Networks: Facilitate working groups and networks of service providers to enhance collaborative practice and service to children.</p> <ul style="list-style-type: none"> • Social connections working group • Early Literacy working group • Early Beginnings Working Group • Playgroup Working Group • Professional Learning Network 	<p>CGD Best Start Facilitator CGD Team Leader Early Years</p>	<p>Quarterly</p>	<p>To be completed in Jan Update and July Annual report - give data where or when possible</p>	

OUTCOME 1	Children and families are more connected with each other, services and agencies and the community.
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Objective 1: To increase social connectedness and reduce social isolation of parents and families throughout the municipality.

Strategy 1	Planned Process Indicators *	Possible Data sources	Actual Process Indicator/Results (e.g. numbers of target group, percent of target group, numbers of activities).
To ensure that children have opportunities to participate in playgroups	Completion of a Process Template indicating the steps taken to implement the activity, milestones, barriers and successes Feedback from playgroup parents and facilitators to be ascertained through surveys and individual consultation	Local Service Data:	To be completed in Jan Update and July Annual report - give data where or when possible No of playgroups supported and managed by the community No of participants in playgroups
Strategy 2	Planned Process Indicators *	Possible Data sources	Actual Process Indicator/Results
Proactively create and promote opportunities for families with children to meet other families and develop social connections through community events	Completion of a Process Template indicating the steps taken to implement the activity, milestones, barriers and successes Feedback from attendees at events and from organisers of events to be ascertained through surveys and individual consultation	Local Service Data:	See Above No of attendees at events and play days in parks

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Strategy 3	Planned Process Indicators *	Possible Data sources	Actual Process Indicator/Results
To facilitate networks of parents and service providers to increase connections between service providers with each other and between service providers and parents.	<p>Completion of a Process Template indicating the steps taken to implement the activity, milestones, barriers and successes</p> <p>Feedback from participants in networks to be ascertained through surveys and individual consultation</p>	Local Service Data:	<p>See Above</p> <p>No of participants in each network</p>

OUTCOME 2

Children and families participate in activities and events that enable them to further develop language, literacy and communication skills

Objective 2: To provide educational and learning opportunities and experiences that assist children to grow, develop and prepare for future learning experiences.

Strategy 1	Planned Process Indicators *	Possible Data sources	Actual Process Indicator/Results (e.g. numbers of target group, percent of target group, numbers of activities).
To support the Greater Dandenong Library Service in outreaching to Early Years services and activities	<p>Completion of a Process Template indicating the steps taken to implement the activity, milestones, barriers and successes</p> <p>Feedback from activity organisers, playgroups visited and child care centres and kindergartens participating in the borrowing scheme through surveys and individual consultations</p>	Local Service Data:	<p>To be completed in Jan Update and July Annual report - give data where or when possible</p> <p>No of children's books borrowed from Greater Dandenong's libraries</p> <p>No of outreach visits by library/feedback from playgroups visited</p> <p>No of child care centres and kindergartens participating in the borrowing scheme</p>

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Strategy 2	Planned Process Indicators *	Possible Data sources	Actual Process Indicator/Results
To promote language and literacy through brochures, posters and the Dandenong Kids website	Completion of a Process Template indicating the steps taken to implement the activity, milestones, barriers and successes	Local Service Data:	See Above No of posters displayed No of brochures distributed
Strategy 3	Planned Process Indicators *	Possible Data sources	Actual Process Indicator/Results
To develop and facilitate a Community Literacy Project that will engage community venues and organisations in the promotion of early literacy.	Completion of a Process Template indicating the steps taken to implement the activity, milestones, barriers and successes Feedback from literacy partners, volunteers and group participants through surveys and individual consultations	Local Service Data:	See Above No of literacy partners engaged No of volunteers engaged

Broad Budget Allocation to Strategies

BEST START ACTION PLAN 2011 -2012

Income year one	Income year 2	Income year three	Total income for planned period			
\$20, 000	\$20, 000	\$10,000	\$50, 000			
Complete table below for first year of the three year plan only (update for further years)						
OBJECTIVES	STRATEGY	ACTIVITY	BUDGET PLAN AND PROGRESS			
<i>Specific targets to be achieved in order for the outcome to be reached.</i>	<i>Title of Strategy .</i>	<i>Title of Activity</i>	<i>Date Allocated</i>	<i>Funds Allocated</i>	<i>Actual Funds Expended</i>	<i>Date completed</i>
Objective 1	Strategy 1	Activity A				
To increase social connectedness and reduce social isolation of parents and families throughout the municipality.	To ensure that children have opportunities to participate in playgroups	<i>Playgroup Information Kit</i>	n/a	In kind	Completed in Jan July reports	Completed in Jan July reports
		Activity B				
		<i>Playgroup manual</i>	n/a	In kind	See above	See above
		Activity C				
		<i>Playgroup Leader Network</i>	Years 1, 2 & 3	\$3000 p.a.	See above	See above
	Strategy 2	Activity D				
	Proactively create and promote opportunities for families with children to meet other families and develop social connections through community events	<i>Children's Week</i>	Years 1, 2 & 3	\$7000 p.a	See above	See above
		Activity E				
		<i>Play Days in the Park</i>	Years 1, 2 & 3	\$3000 p.a.	See above	See above
	Strategy 3	Activity F				
To facilitate networks of parents and service providers to increase connections between service providers with	<i>CALD Reference Group</i>	Years 1, 2 & 3	\$2500 p.a.	See above	See above	

Squares highlighted in yellow should be completed after the initiative/program has been implemented

This Planning template is based on the CCCH Guide to Planning, Implementing and Evaluating a Community Initiative

Broad Budget Allocation to Strategies

BEST START ACTION PLAN 2011 -2012

	each other and between service providers and parents.	Activity G				
		Working Groups and Networks	Years 1, 2 & 3	\$3000 p.a.	<i>See above</i>	<i>See above</i>
Objective 2	Strategy 1	Activity A				
To provide educational and learning opportunities and experiences that assist children to grow, develop and prepare for future learning experiences.	To support the Greater Dandenong Library Service in outreaching to Early Years services and activities	Language and Literacy Information	n/a	In kind	<i>See above</i>	<i>See above</i>
		Activity B				
		Story telling and reading	n/a	In kind	<i>See above</i>	<i>See above</i>
		Activity C				
		Book crates	n/a	In kind	<i>See above</i>	<i>See above</i>
	Strategy 2	Activity D				
	To promote language and literacy through brochures, posters and the Dandenong Kids website	Literacy promotion	n/a	In kind	<i>See above</i>	<i>See above</i>
		Activity E				
		Parent brochures	n/a	In kind	<i>See above</i>	<i>See above</i>
		Activity F				
		Website literacy promotion	n/a	In kind	<i>See above</i>	<i>See above</i>
	Strategy 3	Activity G				
To develop and facilitate a Community Literacy Project that will engage community venues and organisations in the promotion of early literacy.	Literacy Partners	n/a	In kind	<i>See above</i>	<i>See above</i>	
	Activity H					
	Volunteers	Years 1, 2 & 3	\$1500	<i>See above</i>	<i>See above</i>	

Squares highlighted in yellow should be completed after the initiative/program has been implemented

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Additional Planning and Consultation Actions* (This list has suggestions that are not exhaustive nor prescriptive)

What consultation focus	Led by	Best Start partnership role	When	Proposed method process to involve community and target groups	Actions required by Best Start partners
Supported Play groups and parent groups Initiative	Playgroup Development Officer	Provides governance role for initiative	<i>Completed in Jan July reports</i>	Group and individual consultations	Outcomes reported in Up dates/ annual report
Municipal Early Years Plan	Team Leader Early Years	Best Start actions aligned with MEYP Partnership monitors progress of the MEYP	<i>Completed in Jan July reports</i>	Survey of Coordinators/Team Leaders	Outcomes reported in Up dates/ annual report
All working groups	Best Start Facilitator	Members participate in working groups Partnership monitors progress of working groups	<i>Completed in Jan July reports</i>	Group consultation	Outcomes reported in Up dates/ annual report
CALD Reference Group	Team Leader Early Years	Considers feedback and participates in designing actions	<i>Completed in Jan July reports</i>	Group consultation	Outcomes reported in Up dates/ annual report
ChildFIRST/Family Services	Best Start Facilitator	Considers feedback and participates in designing actions	<i>Completed in Jan July reports</i>	Survey/Consultation with ChildFIRST and Family Services agencies	Outcomes reported in Up dates/ annual report
Target population groups * Consultations	Best Start Facilitator	Considers feedback and participates in designing actions	<i>Completed in Jan July reports</i>	Individual/group consultations	Outcomes reported in Up dates/ annual report
Government and non government Schools networks or structures	Team Leader Early Years	DEECD rep participates in Executive group, CEO rep participates in Partnership	<i>Completed in Jan July reports</i>	Individual/group consultations	Outcomes reported in Up dates/ annual report

Family Events	Early Years team	Considers feedback and participates in designing actions	<i>Completed in Jan July reports</i>	Individual consultations	Outcomes reported in Up dates/ annual report
Aboriginal Best Start	Best Start Facilitator	Advocacy	<i>Completed in Jan July reports</i>	Group consultation	Outcomes reported in Up dates/ annual report

<p>Summary of Consultation/Communication with Regional DEECD</p>	
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	Name	Signature	Date
<p>Regional Office consulted</p>	<p>Leonie Phillips Program and Service Adviser DEECD</p>		
<p>Chair on behalf of Partnership</p>	<p>Martin Fidler Manager Community & Wellbeing (CGD)</p>		
<p>Acting Assistant Regional Director</p>	<p>Nicole Regan DEECD</p>		